

The rapid rise in virtualization and the number and diversity of the endpoint devices has created a need to redefine the way IT teams manage IT infrastructure and endpoints. IT teams often find it challenging to shift through the various tools and manage the wide range of today's IT infrastructure and enterprise devices including network, desktops, laptops, servers, smartphones, and tablets.

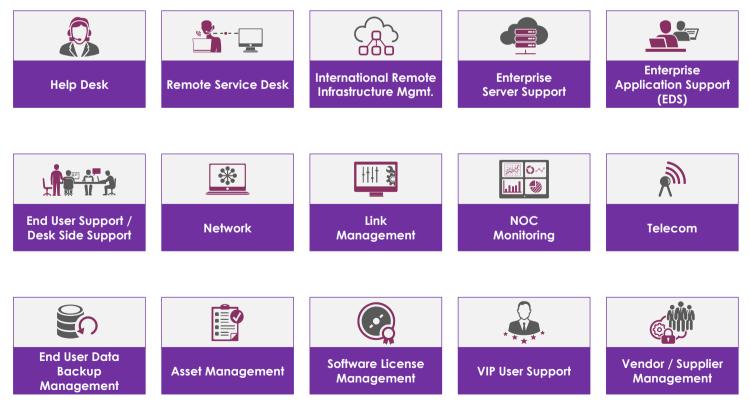
Anunta's Desktop Management solution frees your IT teams to focus on strategic business goals by taking an end to end ownership of administrative tasks, such as troubleshoot of day to day end user issues, management of IT infrastructure (network, server, telecom, licences, assets) and vendor management.

Anunta adopts a metric driven approach to IT infrastructure management with SLA focused governance structure that allows management of user growth & ticketing spikes effectively. Our solution lowers the cost of IT infrastructure management by providing skilled & specialized resources, 24x7x365 remote infrastructure management support, and proactive monitoring for superior end user experience. Our centralized, round the clock, Help Desk and Service Desk (incident, problem, change, patch, and configuration management) ensures your end users receive maximum uptime of infrastructure for improved user productivity.

Desktop Management Offers

Anunta's Desktop Management provides an integrated set of solution, which reduce the number of tickets; improve productivity and increase end user satisfaction levels.

Technical Deliverables





Desktop Management Processes

Technical Process Deliverables



Incident Management

Provide a single point of contact for IT incident, request routing and escalation. Restore normal service to operation as quickly as possible with minimum disruption to the business.

Release Management

Provide a holistic view of a Change to an IT service and ensure that all aspects of a Release, both technical and non-technical, are considered together.



Minimize the adverse effect on the business of Incidents and Problems caused by errors in the infrastructure, and to proactively prevent the occurrence of Incidents, Problems, and errors



Provide a logical model of the IT infrastructure by identifying, controlling, maintaining and verifying the version of all Configuration Items in existence.



Change Management

Ensure that standardized methods and procedures are used for efficient and prompt handling of all Changes, to minimize the impact of any related incidents upon service.



External Supplier Management

Co-ordinate with all service partners of the customer to provide seamless IT services to the customer's users.

Benefits

- Structured IT governance
- Maximum uptime and unparalleled end user experience
- Flexible Engagement Model

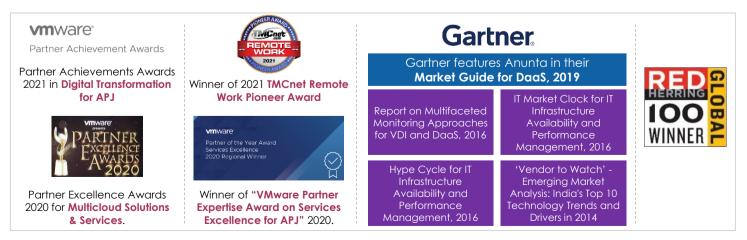
- Security and Compliance
- Round the Clock Support Desk
- Increased Cost Efficiency

About Anunta

Anunta is an industry-recognized Managed Desktop as a Service provider focused on Enterprise DaaS, Packaged DaaS, and Digital Workspace technology. We have successfully migrated 500,000+ remote desktop users to the cloud for enhanced workforce productivity and superior end-user experience.



Awards & Industry Recognitions



To know more, email us at:

marketing@anuntatech.com | sales@anuntatech.com

Anunta Technology Management Services Ltd.

Level 2, Block B6, Nirlon Knowledge Park, Off Western Express Highway, Goregaon East, Mumbai – 400 063. Tel: +91 22 66200888 | <u>www.anuntatech.com</u>